

# mspnice award

December 3, 2013

Greetings Managers,

One of your volunteers, Kurt Steensland, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Kurt for his outstanding commitment to customer service at MSP.

Our thanks go out to him on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Kurt!



Kurt Steensland, Travelers Assistance with Jeff Nawrocki, MAC Assistant Director of MSP Operations/Facilities

## **Customer compliment:**

On October 14th we left a bag w/magazines and an Ipad near Caribou on the "G" concourse. The gentleman at the Info desk in the same location went out of his way to help us. His shift ended at noon and he advised 2 ladies relieving him of our situation. 30 minutes before our 1:07 departure he called our cell and had our bag in Lost & Found. I ran from "F7" to the Info desk and one of the ladies ran (literally) to Lost & Found and back with our bags and a smile. Words cannot express our heartfelt thanks and gratitude to these 3 wonderful people for the outstanding service and kindnesses they gave to us. We are forever deeply indebted to them. We did make our flight on time.

-Marilyn and Donald Palmer